

Outcome Monitoring Sheet - April-September 2013

Key: Board Data Officer Engagement officer Policy Officer Jacqui/Will

Outcome	Description	Service Requirements	Progress to Date	Evidence to be collated	Evidence for period
	<p>Local people are aware of HWH, understand its purpose and how to access it for help and support</p>	<ul style="list-style-type: none"> • Develop, agree and implement a strategy to deliver HWH's vision, goals and priorities in partnership with local stakeholders and the wider community • Develop and agree a communication strategy to promote it and implement a plan for its delivery • Use LINK legacy and be able to demonstrate progress it makes • Obtain and operate within licence to use registered trademarks provided by government for HW activities. It will ensure that any contractors adhere to such licences in respect of their HW activities. • Ensure that the service is delivered in a way that is accessible to all both in terms of physical environment, location, and communication channels. This includes having one telephone number. • Provide a website that is accessible to all, i.e. conforms to the WCAG 'AA' 	<p>Leaflets posters banners vol role descripts vol advert vol policy Age UK</p> <p>HVOSS Celebration HDU Aspergers groups Mencap localities Yooung people's networks</p> <p>Carers Volunteer forum</p> <p>Use website in a box. Optimise for easy read and audio reader.</p>	<p>Google Analytics statistics quarterly</p>	<p>completed and distributed completed and distributed completed and in use available through volunteer centre and website available through volunteer centre and website completed and available to view info distributed at event and through volunteer info distributed through volunteer co-ordinator at HVOSS speaker and information distributed information distributed through volunteer information distributed through volunteer PISCES events booked information distributed through staff of HVOSS Information distributed through staff of HCS and carers meeting attended volunteers equipped to inform public</p>

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		<p>standard and the BS8878 Web Accessibility Code of Practice. The website can be used to provide and collect views.</p> <ul style="list-style-type: none"> • Market and promote its roles and functions in a way that ensures consistent take up across the whole county, recognizing the needs of rural/urban communities. 			
2	<p>Local people are empowered to give their views and influence decisions to improve health and social care</p>	<ul style="list-style-type: none"> • HHW will develop and implement effective strategies that are appropriate for those with whom it is seeking to engage • Ensure it enables people across the whole county to give their views • Work in collaboration with Herefordshire voluntary and 3rd sector to implement and develop the local HW. This will enable it to develop its networks • To become inclusive and representative of the communities of Herefordshire • Establish a constructive relationship with service user groups to contribute to the evidence base available. • Ensure that its governance, policies and standards deliver a rights based approach to empowering local people to give their views in order to 	<p>Be involved in reviews, gain feedback at events, monitor queries, give people opportunity to talk to decision makers with their views</p> <p>Receive reports from PLACE, reviews, and commissioners. Feedback from those involved</p>	<p>May/June input into PLACE assessments</p> <p>August input into Care Homes charging review</p> <p>September input into Urgent Care review and Virtual Wards</p> <p>September volunteer forum</p> <p>AGE UK event in January</p> <p>PISCES September</p> <p>August receive reports from PLACE</p> <p>October feedback from volunteers involved with urgent care review</p>	<p>3 volunteers and 1 staff involved</p> <p>1 staff and views of members</p> <p>5 volunteers and 5 board members involved, empowering public to speak out</p> <p>volunteers empowered to give their views</p> <p>views from the public passed onto health scrutiny and others</p> <p>opportunity for public feedback</p>

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		influence and improve health and care services		october feedback from Health Scrutiny about the Care Charging review	
3	Individuals are able to make informed choices about their health and care as a result of information and advice provided by Healthwatch	<ul style="list-style-type: none"> • Provide an accessible website for the service • Provide one telephone for the service with out of hours answer machine service available • Ensure that they meet the demands of the people seeking information during all working days excluding statutory bank holidays. • Endeavour to resolve questions in one call so reducing the need for individuals to repeat their questions again to others. • Have clear arrangements for when information and advice is provided online, on the telephone or face to face when necessary • Refer patients or their representatives, as appropriate, to the independent health complaints advocacy service (IHCAS) or other independent advocacy services between 9am and 5pm • Establish constructive relationships with local authority and local health services, in particular the consultation and complaints functions 	<p>Set up Website in a box and populate it with HWH information 01432 364481 Arrange cover for mon-fri for enquiry line between 3 office staff.</p> <p>Establish working protocol from onsite and powher and source training to enable this.</p> <p>Develop referral pathways to follow for first contact.</p> <p>Establish links with advocacy services, to enable understanding of their role and situations and process for referral</p> <p>Make links with scrutiny, PALS CSU/LAT, LA citizen engagement team. Understand their roles.</p> <p>Establish Links with HVOSS CAB Age concern HCS who offer</p>	<p>April 2013</p> <p>By Sept 2013</p> <p>July/Aug 2013</p> <p>Aug 2013</p> <p>July 2013</p> <p>By Sept 2013</p> <p>October 2013</p>	

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		<ul style="list-style-type: none"> • Establish constructive relationships with existing and well-established information and support systems and networks in order to make full use of the services they offer. • Work in partnership with the council and its partners to review and deliver changes in the provision of information and advice. • Establish a protocol with the IHCAS or other independent advocacy services setting out respective roles and responsibilities for how they will work together and how they will resolve any issues that arise. This protocol will set out how HWH will refer patients, service users and their representatives to IHCAS. It will also include the exchange of intelligence that will benefit the development of both services. • Build on LINK legacy to establish local intelligence gathering systems that meet the requirements of commissioners locally and those of Healthwatch England. • Ensure judicious use of its 'enter & view' powers to gather information not otherwise available. 	<p>information and advice, and have existing networks.</p> <p>Work with Paul Griffiths on the future of the signposting service?</p> <p>Establish meetings with onsite and powder to develop a standard working protocol and referral process, which incorporates feeding back thematic data to HWH quarterly.</p> <p>Implement an IT solution which captures all healthwatch activity.</p> <p>Work with Esther and Allan to record data from Enter & View information to feed into the IT system</p>	<p>October 2013</p> <p>Sept 2013</p> <p>August 2013</p> <p>Continuous.</p>	

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		<p>Herefordshire but located outside of the county</p> <ul style="list-style-type: none"> • Ensuring local intelligence gathering systems complement those established by Healthwatch England. 	<p>statistics/reports from IT system</p> <p>Liaise with HWE, the HWE hub and the IT solutions provider to ensure data is fed from HWH as required.</p>	<p>August</p>	
5	<p>Healthwatch Herefordshire is an independent and transparent organisation accountable to the people it serves</p>	<ul style="list-style-type: none"> • HWH will be a body corporate enterprise carrying out statutory functions satisfying the criteria set out by government. • Have a clear organisational, governance and legal structure that fits the ethos of the local HW and is able to deliver the service. • Be required to establish and publish a governance framework that regulates its work • Demonstrate that it is independent and transparent through publication of regular progress reports setting out past achievements and future plans • Be subject to both freedom of information and data protection legislation. The sharing of information between it and others will be subject to clear protocols which describe the purpose scope and limitations of such sharing. 			

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		<ul style="list-style-type: none"> • Be subject to the public sector equality duty and work to ensure the involvement of all populations and communities of interest covered by the protected characteristics listing within the equality act 2010 • Subject to other legislation and guidance produced by the department of health and HWE. • Required to publish and submit to the HCC contract managers and HWE by the end of June each year an annual report and audited accounts. • Provide as much information about the service as possible in the public domain, in user friendly formats including those for specific audiences. This is to promote understanding and accountability. 			
6	Healthwatch Herefordshire provides good value for money	<ul style="list-style-type: none"> • HWH will ensure it has a dedicated, appropriate qualified and experienced management structure for the service. • Be able to employ its own staff (if it chooses) and recruit and involve volunteers. • Be able to contract out functions while remaining accountable for the public funding it received and 			

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		<p>ensuring the sub-contractors will be representative of the local community</p> <ul style="list-style-type: none"> • Make best use of technology to deliver its service, ensuring staff time is used to best effect. • Build HWH into a sustainable organisation • Help and support clinical commissioning groups to make sure that services are meeting citizens needs • Will maintain full accounts of its activities which will be available for inspection by the local authority at any time. 			